

## **ITS Technical Bulletin 182**

### **MAINFRAME SOFTWARE PROBLEMS**

Issued Date: April 29, 1994  
Effective Date: May 3, 1994  
Section/Groups:  
Submitted By:  
Approved By:

**SUBJECT: MODIFICATION OF PROCEDURES FOR CONTACTING THE CUSTOMER SERVICE CENTER WITH MAINFRAME SOFTWARE PROBLEMS**

In an effort to improve the turnaround of customer problem calls for mainframe software problems, the following modifications to established procedures for contacting ITS are being placed into effect on Tuesday, May 3, 1994.

THIS PROCEDURE ONLY APPLIES TO MAINFRAME SOFTWARE PROBLEMS, E.G., TSO, CICS, DATABASE, DATASET MANAGEMENT, APPLICATION OUTAGES, SECURITY, ETC. IF SUCCESSFUL, A SIMILAR PROCESS MAY BE PUT INTO EFFECT FOR ALL PROBLEM CALLS AT A LATER DATE.

1. Call the Customer Service Center at 538-3440.
2. Describe your problem, providing the following information:
  - a) Date and time problem occurred
  - b) Application in use, e.g., CICS GG, TSO, Batch, NSSHS, Control D
  - c) User ID of individual experiencing the error
  - c) Terminal ID if known and if applicable
  - d) Any Error Codes or messages displayed when the problem occurred
  - e) A description of what occurred
  - f) Impact of problem and severity code
3. Working with the CSC technician, assign a severity code to the problem based on the following definitions:

Severity #1 Production System down or problem is preventing multiple people from doing work.

Examples: CICST is unavailable; PACMIS transactions are not responding; Net-Pass will not allow any more people to sign on.

Severity #2 One or two people are out of service and have no other way to get their work done.

Examples: User is hung up in TSO or CICS; User gets a security violation when attempting to do a standard function.

Severity #3 Problem is impeding customer's current work assignment, but customer is able to switch to other tasks temporarily while the problem is addressed.

Examples: Smarttest is unavailable; batch output is missing; Receiving an error message from ADABAS that is not understood; CICS is not recognizing their Transaction ID.

Severity #4 Customer has workaround for the reported problem; customer has problem but will not be available to work on resolution immediately; customer is asking an informational question.

4. Provide Customer Services with a primary responsible customer contact name and telephone number. For problems with severity #1 or #2, provide a backup contact name and telephone number. If this backup contact cannot be provided and the primary is unwilling to remain by the telephone until callback occurs, the problem will be downgraded to a severity #3 or #4.
5. Between the hours of 7:30 a.m. to 5:30 p.m. on regular working days, you will be given a problem log number to reference until the problem is resolved. You will receive a callback from a technical support person within:

15 minutes-	Severity #1
30 minutes-	Severity #2
2 hours-	Severity #3
1 working day-	Severity #4
6. During off-hours, ITS does not have software support personnel on site. Therefore, you should only call in Severity #1 and #2 problems during off-hours. For Severity #3 and #4 problems, please contact the Customer Service Center between 7:30 a.m and 5:30 p.m. For Severity #1 & #2 problems, you will receive a call back within 30 minutes.
7. The ITS technical support person assigned to your problem will attempt to contact the primary customer contact person listed on the problem log. If the primary customer contact cannot be reached, the technician will leave a message referencing the problem log number and a phone number for callback and then attempt to reach the secondary customer contact. If the secondary contact cannot be reached, another message will be left. No further attempts will be made to contact the primary or secondary.

8. If you miss the technical support callback, you may attempt to reach the technician directly. If you cannot reach the technician directly, you may call Customer Services and ask that the technician attempt to contact you a second time.
9. If you do not receive a callback within the timeframe specified in Items 5 and 6 above, call Customer Services, reference the problem log number, and ask them to escalate the problem.
10. When ITS believes that the problem has been corrected, you will be called by the assigned technician to verify that your problem is solved prior to the log being closed.
11. The Customer Service Center will follow up with you on closed logs to determine whether the problem was corrected to your satisfaction.

ITS would greatly appreciate any feedback on the effectiveness of this new procedure. Feedback or questions on the use of this procedure should be directed to Bruce Plott (538-3465) or Tana Riska at (538-3564).